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Louisiana Public Service Commission

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EVE KAHAO GONZALEZ
General Counsel

June 25, 2003

Ms. Marlene H. Dortch

Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Room TW-A325
Washington, DC 20544

Ms. Erica Myers

Federal Communications Commission
Consumer & Governmental Affairs Bureau
445 12th Street, SW
Room 6-A432
Washington DC 20544

**RE: TRS Consumer Complaint Log Summaries for June 1, 2002 through
May 31, 2003 Docket # 98-67**

Dear Ms. Dortch and Ms. Myers:

The Louisiana Relay Administration Board (RAB) respectfully submits the enclosed complaint log alleging a violation of federal minimum standards as it relates to the provisioning of Telecommunications Relay Service. Hamilton Relay, with corporate offices **located** at 1001 12th Street, Aurora, NE 68818, is under contract with the Louisiana Relay Administration Board to provide Telecommunications Relay Service.

Hamilton tracks all complaints and all other customer service activity for the RAB. The RAB's complaint summary is associated with the following database categories:

- Ring No Answer
- Busy Signal/Blockage
- Relay Not Available **24** hours a day
- **CA** Typing Speed

1001 12th Street
Aurora, NE 68818
071

- CA Typing
- CA Hung up on the Caller
- Failed to use recording feature to record answering machines, interactive response recordings, etc.
- Failed to follow proper Emergency Call Handling Procedures
- Failed to offer or use proper Speech to Speech Call Handling Procedures
- Failed to offer or use proper Spanish to Spanish Call Handling Procedures
- VCO Break-Down
- HCO Break-Down
- STS Break-Down
- 711 Problems
- ASCII/Baudot Break-Down
- Line Disconnected
- Confidentiality Breach
- Replaced CA improperly in the middle of a call
- Carrier of Choice not Available/Other Equal Access problems
- Did not supply information on how to file a complaint with the FCC

Hamilton processes any complaint, which originates via e-mail, **fax**, telephone, regular mail, outreach events, at the workstation, etc. Hamilton normally provides a resolution to all complaints within 72 hours. The complaints enclosed are resolved.

Please feel free to contact me at 800-256-2397 or Dixie Ziegler with Hamilton Relay at 800-618-4781 V/TTY with any questions regarding the above.

With kindest personal regards, I remain

Sincerely,



Vanessa Caston LaFleur, Esq.
Louisiana Relay Administration Board

Louisiana Complaint Report

6/1/02 to 5/31/03

JUN 26 2003

FCC - MAILROOM

Service Complaints--CA Hung Up on Caller

Inquire Date 6/4/02
Record ID 6626
Call Taken By Lead CA
CA Number 1247F
Responded By Derek
Response Date 6/4/02
Resolution 6/4/02

Customer called to report that the CA hung up on the Customer.

Customer Service apologized for the inconvenience and advised the Customer that the matter would be investigated. Customer Service offered a follow up call, which the caller declined.

The CA explained that the call connected in voice mode, but there was no response. The CA then attempted to connect in alternative modes (VCO, HCO, TTY) but received no response from the text user. The TTY user then hung up, which was verified at the workstation by the supervisor on duty. In addition, the CA was counseled to ensure all procedures were followed.

Service Complaints--CA Hung Up on Caller

Inquire Date 6/11/02
Record ID 6658
Call Taken By Supervisor
CA Number 1199F
Responded By Fredie
Response Date 6/11/02
Resolution 6/12/02

Customer called to report that (A hung up on the Cusioiner. The Customer also reported that it took too long for the CA to answer when she initially called into the relay. The Customer declined a follow-up call

The CA explained that the call connected in TTY mode, hut there **was** no response. The CA waited 30 seconds thcii sent the greeting again, with still no response from the TTY user. The CA then attempted to connect in alternative modes (VCO, HCO, Voice). The CA raised her flag for a supervisor but the caller hung up, which was veritied at the workstation by the supervisor on duty in the time of the disconnect. In addition, the CA was counseled to ensure all procedures were followed

On 6-11-03 - LKS was in compliance with the FCC rule that states 85 percent of all relay calls must be answered within ten seconds. (98% of all calls were answered within ten seconds on this day)

Service Complaints--CA Hung Up on Caller

Inquire Date 8/13/02
Record ID 6868
Call Taken By Supervisor
CA Number 1190 F
Responded By Sheryl
Response Date 8/13/02
Resolution 8/14/02

Customer called to report that the CA disconnected the Customer. The Customer stated that the (A quit responding after giving the CA the arra code.

Customer Service apologized for the inconvenience and assured the Cusloiner that the matter would be investigated.

It was determined by the supervisor, who was relaying the call, that the keyboard was not working properly. The workstation had to be restarted, resulting in the call being disconnected.

Customer Service attempted to return a call to the Customer; however, the iiumber had been temporarily disconnected

Service Complaints--CA Hung Up on Caller

Inquire Date 8/15/02
Record ID 6883
Call Taken By Customer Service Mgr
CA Number 11?? MT
Responded By Henry
Response Date 8/15/02
Resolution 8/30/02

Customer called to report that the CA disconnected the person he was calling.

Customer Service informed the Customer that the incident would be investigated. It was determined there were no calls from this originating telephone number on the day in question. Records from the day before and the day after were checked as well. No calls from that number were found.

Customer Service contacted the Customer and explained that there were no records. Since the call was coming from an office, there might be several different telephone numbers. He stated that he would get the numbers for the office and call Customer Service again. The Customer did not call back.

**Service Complaints--CA Hung
Up on Culler**

Inquire Date 9/29/02
Record ID 7040
Call Taken By Lead CA
CA Number 1106
Responded By Chris
Response Date 9/29/02
Resolution 9/29/02

Customer called to report that the **CA** disconnected the voice person and did not relay the last message, as requested.

Customer Service apologized to the Customer and explained that the **CA** had accidentally sent the wrong hot **key**. The voice person was actually not disconnected as the CA had indicated. The Customer's message was left as requested.

The Customer was satisfied with the information given.

**Service Complaints--CA Hung
Up on Caller**

Inquire Date 12/12/02
Record ID 7244
Call Taken By Lead CA
CA Number 1169
Responded By Deborah
Response Date 12/12/02
Resolution 12/12/02

Customer reported that the **CA** had disconnected her call after she asked the **CA** to dial a number from her speed dial list. She stated that the **CA** kept asking her to repeat. She asked the CA to wait but the CA sent "Thank you bye CA XXXX SK" and disconnected.

Customer Service apologized for the inconvenience and assured the Customer that the incident would be investigated.

The **CA** explained that she prompted the user for another call but there **was** no response. The CA sent the proper hot **key** and disconnected the call when there was still no response, which was verified at the workstation by a supervisor on duty. The **CA** was counseled to ensure that all procedures were followed.

The Assistant Operations Manager returned the Customer's call on 12/12/02. The Customer stated that she has trouble understanding the mechanics of a VCO call but will continue to use the relay. The Customer was offered a home visit but declined. The Customer was satisfied with the information given.

**Service Complaints--CA Hung
Up on Culler.**

Inquire Date 12/27/02
Record ID 7273
Call Taken By
CA Number 1187 M
Responded By Matrika
Response Date 12/27/02
Resolution 12/29/02

Customer called to report that the **CA** had disconnected him.

The Customer Service Representative apologized for the inconvenience and assured the Customer that the incident would be investigated.

The CA explained that the voice user hung up on the caller. The CA sent the proper hot **key** to inform the user. The Customer became angry and hung up, which **was** verified at the workstation by a supervisor on duty. The CA was counseled to ensure that all procedures were followed.

**Service Complaints--CA Hung
Up on Caller**

Inquire Date 1/5/03
Record ID 7283
Call Taken By Supervisor
CA Number 1292
Responded By Donte
Response Date 1/6/03
Resolution 1/7/03

The Customer called to report that the CA disconnected after 10 rings and did not wait for the caller's instructions. The Customer said that the CA apologized for hanging up prematurely. The CA redialed and the number was busy.

The Customer Service Representative apologized for the inconvenience and informed the Customer that the CA would be counseled. The Customer did not request a follow up call.

The CA explained that the Customer instructed him to hang up when there was no answer. The CA also explained that after the Customer complained, he redialed the number but it was busy. He said he apologized to the Customer.

The CA was counseled by a supervisor to ensure that all procedures were followed.

Louisiana Complaint Report

6/1/02 to 5/31/03

Service Complaints--CA Hung Up on Caller

***Inquire Date 6/4/02
Record ID 6626
Call Taken By Lead CA
CA Number 1247F
Responded By Derek
Response Date 6/4/02
Resolution 6/4/02***

Customer called to report that the CA hung up on the Customer.

Customer Service apologized for the inconvenience and advised the Customer that the matter would be investigated. Customer Service offered a follow up call, which the caller declined.

The CA explained that the call connected in voice mode, but there was no response. The CA then attempted to connect in alternative modes (VCO, HCO, TTY) but received no response from the text user. The TTY user then hung up, which was verified at the workstation by the supervisor on duty. In addition, the CA was counseled to ensure all procedures were followed.

Service Complaints--CA Hung Up on Caller

***Inquire Date 6/11/02
Record ID 6658
Call Taken By Supervisor
CA Number 1199F
Responded By Fredie
Response Date 6/11/02
Resolution 6/12/02***

Customer called to report that **CA** hung up on the Customer. The Customer **also** reported that it took too long for the **CA** to answer when she initially called into the relay. The Customer declined a follow-up call.

The CA explained that the call connected in TTY mode, but there was no response. The **CA** waited 30 seconds then sent the greeting again, with still no response from the TTY user. The **CA** then attempted to connect in alternative modes (VCO, HCO, Voice). The **CA** raised her flag for a supervisor but the caller hung up, which was verified at the workstation by the supervisor on duty at the time of the disconnect. In addition, the **CA** was counseled to ensure all procedures were followed.

On 6/11/03 LRS was in compliance with the FCC rule that states 85 percent of all relay calls must be answered within ten seconds. (98% of all calls were answered within ten seconds on this day.)

Service Complaints--CA Hung Up on Caller

***Inquire Date 8/13/02
Record ID 6868
Call Taken By Supervisor
CA Number 1190 F
Responded By Sheryl
Response Date 8/13/02
Resolution 8/14/02***

Customer called to report that the CA disconnected the Customer. The Customer stated that the **CA** quit responding after giving the CA the area code.

Customer Service apologized for the inconvenience and assured the Customer that the matter would be investigated.

It was determined by the supervisor, who was relaying the call, that the keyboard was not working properly. The workstation had to be restarted, resulting in the call being disconnected.

Customer Service attempted to return a call to the Customer; however, the number had been temporarily disconnected.

Service Complaints--CA Hung Up on Caller

***Inquire Date 8/15/02
Record ID 6883
Call Taken By Customer Service Mgr
CA Number 11?? MT
Responded By Henry
Response Date 8/15/02
Resolution 8/30/02***

Customer called to report that the CA disconnected the person he was calling.

Customer Service informed the Customer that the incident would be investigated. It was determined there were no calls from this originating telephone number on the day in question. Records from the day before and the day after were checked as well. No calls from that number were found.

Customer Service contacted the Customer and explained that there were no records. Since the call was coming from an office, there might be several different telephone numbers. He stated that he would get the numbers for the office and call Customer Service again. The Customer did not call back.

***Service Complaints--CA Hung
Up on Caller***

Inquire Date 9/29/02
Record ID 7040
Call Taken By Lead CA
CA Number 1106
Responded By Chris
Response Date 9/29/02
Resolution 9/29/02

Customer called to report that the CA disconnected the voice person and did not relay the last message, as requested.

Customer Service apologized to the Customer and explained that the CA had accidentally sent the wrong hot key. The voice person was actually not disconnected as the CA had indicated. The Customer's message was left as requested.

The Customer was satisfied with the information given.

***Service Complaints--CA Hung
Up on Caller***

Inquire Date 12/12/02
Record ID 7244
Call Taken By Lead CA
CA Number 1169
Responded By Deborah
Response Date 12/12/02
Resolution 12/12/02

Customer reported that the CA had disconnected her call after she asked the CA to dial a number from her speed dial list. She stated that the CA kept asking her to repeat. She asked the CA to wait but the CA sent "Thank you bye CA XXXX SK" and disconnected.

Customer Service apologized for the inconvenience and assured the Customer that the incident would be investigated.

The CA explained that she prompted the user for another call but there was no response. The CA sent the proper hot key and disconnected the call when there was still no response, which was verified at the workstation by a supervisor on duty. The CA was counseled to ensure that all procedures were followed.

The Assistant Operations Manager returned the Customer's call on 12/12/02. The Customer stated that she has trouble understanding the mechanics of a VCO call but will continue to use it to relay. The Customer was offered a home visit but declined. The Customer was satisfied with the information given.

***Service Complaints--CA Hung
Up on Caller***

Inquire Date 12/27/02
Record ID 7273
Call Taken By
CA Number 1187M
Responded By Matrika
Response Date 12/27/02
Resolution 12/29/02

Customer called to report that the CA had disconnected him.

The Customer Service Representative apologized for the inconvenience and assured the Customer that the incident would be investigated.

The CA explained that the voice user hung up on the caller. The CA sent the proper hot key to inform the user. The Customer became angry and hung up, which was verified at the workstation by a supervisor on duty. The CA was counseled to ensure that all procedures were followed.

***Service Complaints--CA Hung
Up on Caller***

Inquire Date 1/5/03
Record ID 7283
Call Taken By Supervisor
CA Number 1292
Responded By Donte
Response Date 1/6/03
Resolution 1/7/03

The Customer called to report that the CA disconnected after 10 rings and did not wait for the caller's instructions. The Customer said that the CA apologized for hanging up prematurely. The CA redialed and the number was busy.

The Customer Service Representative apologized for the inconvenience and informed the Customer that the CA would be counseled. The Customer did not request a follow up call.

The CA explained that the Customer instructed him to hang up when there was no answer. The CA also explained that after the Customer complained, he redialed the number but it was busy. He said he apologized to the Customer.

The CA was counseled by a supervisor to ensure that all procedures were followed.

Service Complaints--CA Hung Up on Caller

Inquire Date 2/21/03
Record ID 7410
Call Taken By Customer Service Rep
CA Number 6740F
Responded By Matrika
Response Date 2/21/03
Resolution 2/22/03

Customer reported that the CA was slow replying and disconnected the line

Customer Service apologized for the inconvenience and assured the Customer that the CA would be counseled

The CA explained that the voice user was not responding so she informed the TTY user that there was no response from the voice person. The voice party finally responded and asked the CA to hold.

The CA further explained that throughout the conversation the TTY user refused to wait for the CA and eventually hung up on the voice party. The CA said that she informed the voice party that the TTY user was no longer on the line and then ended the call.

The CA was counseled by a supervisor to ensure that all procedures were followed on this call.

Service Complaints--CA Typing

Inquire Date 7/29/02
Record ID 6823
Call Taken By Lead CA
CA Number 1181
Responded By Shawntell
Response Date 7/29/02
Resolution 7/29/02

A VCO user was upset because the CA was typing too fast and using question marks. The CA was unable to understand the voice party.

This was an NE/NI call so the CA requested a supervisor to assist with the call. The supervisor attempted to explain the call procedures regarding NE/NI, but the caller was still upset. The proper procedures were explained to the Customer including that the Customer needs to ask the voice party to repeat what they had said during an NE/NI call as the relay remains completely invisible.

CA 1181 has a typing speed of 86 wpm with 96% accuracy

Service Complaints--CA Typing

Inquire Date 12/2/02
Record ID 7220
Call Taken By Customer Service Mgr
CA Number 1279 F
Responded By Amy
Response Date 12/2/02
Resolution 12/30/02

The Customer complained that the CA had poor typing

The Program Manager responded by email to the Customer and informed the Customer that the CA would be counseled.

The CA was counseled by her supervisor and will continue to be monitored by Quality Assurance. In checking the CA's typing scores it was found that the CA has a typing speed of 65 WPM with 95% accuracy.

The Customer was satisfied with the outcome.

Service Complaints--Ringing/No Answer

Inquire Date 6/24/02
Record ID 6721
Call Taken By Lead CA:4
CA Number
Responded By Derek
Response Date 6/24/02
Resolution 6/24/02

Customer called to inquire why the relay was not answering. The Customer stated the relay number just rang and no one answered.

Customer Service apologized and explained to the Customer that the relay was experiencing high call volumes at that time and suggested that the Customer stay on the line for the next available CA. The Customer understood.

On 6/24/02 - LRS was in compliance with the FCC rule that states 85 percent of all relay calls must be answered within ten seconds. (95% of calls were answered within 10 seconds on this day.)

**Service Complaints--
Ringing/No Answer**

Inquire Date 8/23/02
Record ID 6Y2.1
Call Taken By Customer Service Rep
CA Number
Responded By Matrika
Response Date 8/23/02
Resolution 8/23/02

Customer stated he wanted to place a relay call but the CAs were not answering. The Customer also stated he dialed the relay access number at least 3 times but could not get through to a CA.

Customer Service verified the relay access number the caller was dialing and informed the caller that the relay was experiencing high call volumes and suggested that the Customer stay on the line for the next available CA.

On 8/23/02, LRS was in compliance with the FCC rule that states 95 percent of all relay calls must be answered within ten seconds. (95% of calls were answered within 10 seconds on this day.)

**Service Complaints--
Ringing/No Answer**

Inquire Date 3/29/03
Record ID 7499
Call Taken By Lead CA
CA Number 1240
Responded By Chris
Response Date 3/29/03
Resolution 3/29/03

The Customer called into the relay and received a recording that said, "pls hold for the next CA". She was very upset that she received this recording and feels the relay is not doing its job properly. She was also upset that upon connecting, the CA asked her to repeat.

Customer Service apologized and explained that the relay was experiencing high traffic volumes at that time and suggested the Customer stay on the line for the next available CA. Customer Service explained that if she hung up, she would lose her place in the call queue.

The Customer declined a follow up call regarding the CA inquiry and said that she would try her call again later.

The CA was counseled and explained that he did not hear the last digit of the phone number the Customer wanted to call and the CA asked her to please repeat.

On 3/29/03, LRS was in compliance with the FCC rule that states 95 percent of all relay calls must be answered within ten seconds. (89% of the calls were answered within 10 seconds on this day.)

**Technical Complaints--Busy
Signal/Blockage**

Inquire Date 6/25/02
Record ID 6696
Call Taken By Customer Service Mgr
CA Number
Responded By Amy
Response Date 6/25/02
Resolution 6/25/02

Customer reported he was unable to access the relay TTY line.

Customer Service informed the Customer that we were experiencing technical difficulties and instructed the Customer to call the Louisiana Relay Service Voice number as an alternative until all technical difficulties were resolved.

It was determined that AT&T, Hamilton's 800 provider, inadvertently disconnected several of Hamilton's relay access numbers. All automatic rerouting to another Hamilton center was also disabled by AT&T.

**Technical Complaints--Busy
Signal/Blockage**

Inquire Date 6/25/02
Record ID 6697
Call Taken By Customer Service Mgr
CA Number
Responded By Amy
Response Date 6/25/02
Resolution 6/25/02

Customer reported he was unable to access the relay TTY line.

Customer Service informed the Customer that we were experiencing technical difficulties and instructed the Customer to call the Louisiana Relay Service Voice number as an alternative until all technical difficulties were resolved.

It was determined that AT&T, Hamilton's 800 provider, inadvertently disconnected several of Hamilton's relay access numbers. All automatic rerouting to another Hamilton center was also disabled by AT&T.

**Technical Complaints--Busy
Signal/Blockage**

Inquire Date 6/25/02
Record ID 6708
Call Taken By Customer Service
Rep
CA Number
Responded By Deborah
Response Date 6/25/02
Resolution 6/25/02

Customer reported he was unable to access the relay TTY line.

Customer Service informed the Customer that we were experiencing technical difficulties and instructed the Customer to call the Louisiana Relay Service Voice number as an alternative until all technical difficulties were resolved.

It was determined that AT&T, Hamilton's 800 provider, inadvertently disconnected several of Hamilton's relay access numbers. All automatic rerouting to another Hamilton center was also disabled by AT&T.

**Technical Complaints--Busy
Signal/Blockage**

Inquire Date 6/30/02
Record ID 6710
Call Taken By Customer Service
Rep
CA Number
Responded By Deborah
Response Date 6/25/02
Resolution 6/25/02

Customer reported he was unable to access the relay TTY line.

Customer Service informed the Customer that we were experiencing technical difficulties and instructed the Customer to call the Louisiana Relay Service Voice number as an alternative until all technical difficulties were resolved.

It was determined that AT&T, Hamilton's 800 provider, inadvertently disconnected several of Hamilton's relay access numbers. All automatic rerouting to another Hamilton center was also disabled by AT&T.

**Technical Complaints--Busy
Signal/Blockage**

Inquire Date 6/25/02
Record ID 6711
Call Taken By Customer Service
Rep
CA Number
Responded By Deborah
Response Date 6/25/02
Resolution 6/25/02

Customer reported he was unable to access the relay TTY line.

Customer Service informed the Customer that we were experiencing technical difficulties and instructed the Customer to call the Louisiana Relay Service Voice number as an alternative until all technical difficulties were resolved.

It was determined that AT&T, Hamilton's 800 provider, inadvertently disconnected several of Hamilton's relay access numbers. All automatic rerouting to another Hamilton center was also disabled by AT&T.

**Technical Complaints--Busy
Signal/Blockage**

Inquire Date 6/25/02
Record ID 6712
Call Taken By Customer Service
Rep
CA Number
Responded By Deborah
Response Date 6/25/02
Resolution 6/25/02

Customer reported he was unable to access the relay TTY line.

Customer Service informed the Customer that we were experiencing technical difficulties and instructed the Customer to call the Louisiana Relay Service Voice number as an alternative until all technical difficulties were resolved.

It was determined that AT&T, Hamilton's 800 provider, inadvertently disconnected several of Hamilton's relay access numbers. All automatic rerouting to another Hamilton center was also disabled by AT&T.

**Technical Complaints--Busy
Signal/Blockage**

Inquire Date 6/25/02
Record ID 6713
Call Taken By Customer Service
Rep
CA Number
Responded By Deborah
Response Date 6/25/02
Resolution 6/25/02

Customer reported he was unable to access the relay TTY line.

Customer Service informed the Customer that we were experiencing technical difficulties and instructed the Customer to call the Louisiana Relay Service Voice number as an alternative until all technical difficulties were resolved.

It was determined that AT&T, Hamilton's X00 provider, inadvertently disconnected several of Hamilton's relay access numbers. All automatic rerouting to another Hamilton center was also disabled by AT&T.

**Technical Complaints--Busy
Signal/Blockage**

Inquire Date 6/25/02
Record ID 6715
Call Taken By Customer Service
Rep
CA Number
Responded By Cara
Response Date 6/25/02
Resolution 6/25/02

Customer reported he was unable to access the relay TTY line.

Customer Service informed the Customer that we were experiencing technical difficulties and instructed the Customer to call the Louisiana Relay Service Voice number as an alternative until all technical difficulties were resolved.

It was determined that AT&T, Hamilton's 800 provider, inadvertently disconnected several of Hamilton's relay access numbers. All automatic rerouting to another Hamilton center was also disabled by AT&T.

**Technical Complaints--Busy
Signal/Blockage**

Inquire Date 6/25/02
Record ID 6716
Call Taken By Customer Service
Rep
CA Number
Responded By Cara
Response Date 6/25/02
Resolution 6/25/02

Customer called on behalf of a family member. The family member **was** unable to access the relay TTY line.

The Customer Service Manager informed the Customer that we were experiencing technical difficulties and instructed the Customer to call the Louisiana Relay Service Voice number as an alternative until all technical difficulties were resolved.

It was determined that AT&T, Hamilton's 800 provider, inadvertently disconnected several of Hamilton's relay access numbers. All automatic rerouting to another Hamilton center was also disabled by AT&T. The caller understood.

**Technical Complaints--Busy
Signal/Blockage**

Inquire Date 6/25/02
Record ID 6717
Call Taken By Customer Service
Rep
CA Number
Responded By Cara
Response Date 6/25/02
Resolution 6/25/02

Customer reported he was unable to access the relay TTY line.

Customer Service informed the Customer that we were experiencing technical difficulties and instructed the Customer to call the Louisiana Relay Service Voice number as an alternative until all technical difficulties were resolved.

It was determined that AT&T, Hamilton's 800 provider, inadvertently disconnected several of Hamilton's relay access numbers. All automatic rerouting to another Hamilton center was also disabled by AT&T.

**Technical Complaints--Busy
Signal/Blockage**

Inquire Date 6/25/02
Record ID 6718
Call Taken By Customer Service
Rep
CA Number
Responded By Cara
Response Date 6/25/02
Resolution 6/25/02

Customer reported he ~~was~~ unable to access the relay TTY line.

Customer Service informed the Customer that we were experiencing technical difficulties and instructed the Customer to call the Louisiana Relay Service Voice number as an alternative until all technical difficulties were resolved.

It was determined that AT&T, Hamilton's 800 provider, inadvertently disconnected several of Hamilton's relay access numbers. **All** automatic rerouting to another Hamilton center **was** also disabled by AT&T.

**Technical Complaints--Busy
Signal/Blockage**

Inquire Date 6/25/02
Record ID 6-19
Call Taken By Customer Service
Rep
CA Number
Responded By Cara
Response Date 6/25/02
Resolution 6/25/02

Customer reported he was unable to access the relay TTY line.

Customer Service informed the Customer that we were experiencing technical difficulties and instructed the Customer to call the Louisiana Relay Service Voice number as an alternative until all technical difficulties were resolved.

It was determined that AT&T, Hamilton's 800 provider, inadvertently disconnected **several** of Hamilton's relay access numbers. **All** automatic rerouting to another Hamilton center was also disabled by AT&T.

**Technical Complaints--Busy
Signal/Blockage**

Inquire Date 6/25/02
Record ID 6720
Call Taken By Customer Service
Rep
CA Number
Responded By Cara
Response Date 6/25/02
Resolution 6/25/02

Customer reported he was unable to access the relay **TTY** line

Customer Service informed the Customer that we were experiencing technical difficulties and instructed the Customer to call the Louisiana Relay Service Voice number as an alternative until all technical difficulties were resolved.

It was determined that AT&T, Hamilton's 800 provider, inadvertently disconnected **several** of Hamilton's relay access numbers. **All** automatic rerouting to another Hamilton center **was** also disabled by AT&T.

**Technical Complaints--Line
Disconnected**

Inquire Date 1/22/03
Record ID 7322
Call Taken By Customer Service
Rep
CA Number 1141
Responded By Matrika
Response Date 1/22/03
Resolution 1/23/03

The Customer reported that the **CA** hung up on her

Customer Service apologized for the inconvenience and assured her the incident would be investigated. Customer Service **also** asked the Customer if he/she would like a return call. The Customer hung up before giving any contact information.

The CA explained that the system logged her out automatically during the call. The incident was documented properly and the technical department was notified immediately.

It was determined by the Technical Department that one of the telecommunication facilities was disabled. The circuit was up within six minutes. **All** calls were automatically rerouted to another center.

**Technical Complaints--Line
Disconnected**

Inquire Date 1/22/03
Record ID 7324
Call Taken By Supervisor
CA Number 1196 M
Responded By Frederika
Response Date 1/22/03
Resolution 1/23/03

The Customer reported that the CA hung up on her.

Customer Service apologized for the inconvenience and assured her the incident would be investigated. Customer Service also asked the Customer if he/she would like a return call, which the Customer declined.

The CA explained that the system logged her out automatically during the call. The incident was documented properly and the technical department was notified immediately.

It was determined by the Technical Department that one of the telecommunication facilities was disabled. The circuit was up within six minutes. All calls were automatically rerouted to another center.

**Technical Complaints--Line
Disconnected**

Inquire Date 3/2/03
Record ID 7431
Call Taken By Lead CA
CA Number 1166
Responded By Derek
Response Date 3/2/03
Resolution 3/5/03

The Customer reported that when she called into the relay the CA asked her to repeat the number she wanted to call. The CA then typed, "CA here hello are you there CA". When she was giving the CA the number the second time, she heard a beeping in the phone. The Customer inquired why the CA could not hear her.

Customer Service apologized to the caller and assured her the incident would be investigated. It was determined by the Technical Department that the Customer had disconnected the line. The CA had followed correct procedures.

Customer Service called the Customer back, who was satisfied with the information given.

**Technical Complaints--Line
Disconnected**

Inquire Date 3/8/03
Record ID 7450
Call Taken By Lead CA
CA Number
Responded By Jenna
Response Date 3/8/03
Resolution 3/8/03

Customer reported that the CA stopped responding during his call.

Customer Service informed the Customer that there had been technical problems at the workstation and apologized for the inconvenience. The Customer was satisfied with the information given and stated he would call back into the relay to place his call again.

The Lead CA who assisted with the call explained that she was called over to the workstation because the keyboard was not working properly. The workstation had to be restarted.

The CA was counseled by a supervisor to ensure that all procedures were followed.

**Technical Complaints--Line
Disconnected**

Inquire Date 1/26/03
Record ID 7332
Call Taken By Supervisor
CA Number 1101
Responded By Fredie
Response Date 1/26/03
Resolution 1/27/03

The Customer stated she placed a call to her daughter. During the call the CA stopped responding. The Customer waited and asked the CA what was going on but the CA kept saying hello. Then, the call went dead.

The CA was counseled and explained that she was having technical difficulties at her workstation. In the middle of the call she could no longer hear the voice user. She informed the TTY user that she was having difficulties and that the Customer would have to call her back. A supervisor assisted with the call, restarted her workstation and checked the CA's headset to ensure that it was not damaged.

Customer Service returned the Customer's call. The Customer appreciated the call and said she would call again if she had additional difficulties.

The CA was counseled by a supervisor to ensure that all procedures were followed.

**Technical Complaints—Equal
Access**

Inquire Date 3/17/03

Record ID 7470

Call Taken By Customer Service
Rep

CA Number 1232

Responded By Matrika

Response Date 3/17/03

Resolution 3/28/03

Customer reported that long distance calls had been charged to his number, which appeared on his telephone bill. He stated he does not have a long distance carrier and did not make any long distance calls. The Customer stated that a CA used his long distance "illegally".

Customer Service apologized and informed the Customer that the matter would be investigated. Customer Service asked him to fax or mail a copy of his phone bills. He sent a copy of his bills to the Customer Service Department. A check of his Customer Profile revealed that he had requested to have his long distance carrier removed from his profile, but that he had not requested a long distance block. The CA was not at error. His long distance carrier was re-entered into the profile with restrictions on long distance calls as requested. The Customer was given a credit of 23 cents.